**OFFICE OF THE STATE CONTROLLER**

DUTY STATEMENT

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| **EMPLOYEE NAME**  Vacant | **DIVISION- UNIT NAME**  Information Systems- Business Systems Bureau (BSB) |
| **CLASSIFICATION TITLE**  Information Technology Manager II | **HEADQUARTERS ADDRESS**  300 Capitol Mall  Sacramento, CA 95814 |
| **WORKING TITLE**  Bureau Chief | **POSITION NUMBER**  051-340-1406-002 |
| **Information Technology Domain**  Software Engineering | **EFFECTIVE DATE**  TBD |

**SECTION A: GENERAL DESCRIPTION**

With general direction provided by the Chief of the Information Systems Division (ISD), State Controller’s Office (SCO), the Chief of the Business Systems Bureau (BSB) formulates policy relative to the department’s software development and maintenance services, and participates in strategic planning for the critical business systems of the SCO. Incumbent has full management and oversight responsibility for directing the activities of multiple application development platforms, administration, and staff through subordinate managers. This includes the Business Systems Management Section, consisting of the Application Development Unit, Web Development Services Unit and the FI$Cal Support Unit, the Application Development and Maintenance Support Section consisting of the Accounting, Reporting and Disbursement Systems Unit, Personnel and Payroll Systems Support Units I, II and III. Incumbent provides leadership and represents ISD and SCO on departmental and statewide initiatives, as needed. The ITM II has a leadership role in modeling and ensuring ISD core values are a foundation of Information Systems Division (ISD) behavior. The duties of this position are focused in the Software Engineering domain; however, work may be assigned in other domains as appropriate.

Duties include, but are not limited to, the following:

**SECTION B: ESSENTIAL FUNCTIONS**

*Candidates must have the ability to perform the following essential functions with or without reasonable accommodations*.

Percentage of

Time Spent Typical Task

|  |  |
| --- | --- |
| 35% | Provide oversight and direction to the Information Technology Manager I (ITM I) over the SCO’s Business Systems Management Section, which consists of the Application Development Unit, Web Development Services Unit and the FI$Cal Support Unit and the ITM I over the Application Development and Maintenance Support Section consisting of the Accounting, Reporting and Disbursement Systems Unit, Personnel and Payroll Systems Support Units I, II and III to support SCO software development and maintenance services to SCO divisions through a team of subordinate managers and senior technical staff.  Oversee the most critical, complex automation projects which cross-divisional or departmental boundaries. Evaluate the performance of newly developed systems to determine their conformance with predefined users needs. Provide legacy system support to enterprise-wide projects. Coordinate with executive-level stakeholders to resolve issues and mitigate risks. Monitor and control projects in accordance with established plans. |
| 35% | Provide technical expertise and education to program managers to assist in business decisions on IT related endeavors. Sponsor IT related policies, practices and processes to improve the efficiency of the BSB staff. Participate in the implementation of transition strategies to modernize existing legacy systems.  Oversee and provide direction to the SCO strategic planning process. In collaboration with the Chief Information Officer (CIO), ISD Bureau Chiefs and SCO business partners develop and manage a strategic plan to ensure the achievement of identified program goals and to accomplish established work plan goals. |
| 20% | Develop and maintain an effective organizational approach to information technology and services, which encompasses the following:   * Staff development, recruitment/retention, administration * Education/training * Policies and procedures * Prioritization and decision-making * Performance measurements * Process re-engineering * Succession planning |
| 5% | Lead, participate and facilitate meetings and activities. Research, prepare, and deliver presentations to various levels of executives, management and staff. Attend training, conferences, and seminars. Research, investigate, and keep current on trends in application development and information technology. Prepare documentation and correspondence to communicate effectively with customers, vendors, agencies and other state entities.  Evaluate and approve budget estimates and other documents for application development activities resulting from legislation, concept papers, and other program needs.  Participate in the division budgeting process to ensure resources are adequately managed. Oversee development of Budget Change Proposals for necessary staff augmentations to provide critical services.  Participate in the SCO legislative process to ensure SCO divisions have adequate Information Systems Division resources to support their business solutions. Review legislative analysis for IT impacts |
| 5% | Serves as an advisor and provides guidance to CIO, Executive Staff and others on application development and information technology related tasks and assignments. Provide appropriate information necessary to make timely and effective IT related decisions to benefit the needs of the organization. |

**SECTION C: NON-ESSENTIAL FUNCTIONS**

|  |  |
| --- | --- |
| % | None |

**SECTION D: ADA REQUIREMENT**

Alternatives will be provided for incumbents who are unable to perform the non-essential functions of the job because of a disability as defined by the Americans with Disabilities Act.

**SECTION E: KNOWLEDGE, SKILLS AND ABILITIES**

* Extensive knowledge of the principles of personnel management, supervision, and training.
* Extensive knowledge of the business and management principles involved in strategic planning, and resource allocation.
* Extensive knowledge of the State’s IT budget process and procedures, procurement, and reporting requirements.
* Extensive knowledge of the State's IT policies, processes, practices, and direction for the effective and efficient delivery of software development and maintenance services.
* Extensive knowledge of Information Technology Infrastructure Library (ITIL) framework and Information Technology Service Management (ITSM) processes and procedures.
* Extensive knowledge of the State’s and the Project Management Institute’s project management processes, best practices, project approval lifecycle, and reporting requirements.
* Knowledge of the State’s enterprise architecture framework, standards, processes and procedures, and reporting requirements
* Knowledge of state IT security requirements.
* Knowledge of workforce development strategies.
* Exemplary leadership skills.
* Exemplary collaboration and customer service skills.
* Excellent communication, writing, analytical, and decision-making skills.
* Ability to facilitate innovation within the organization.
* Ability to perform strategic analysis and planning to establish short-term and long-term operational and resource objectives.
* Ability to prepare thorough and accurate documentation, reports, and presentation materials.
* Ability to exercise a high degree of initiative, independence of action, and originality.
* Ability to work well under pressure, meet deadlines, and adapt to changing priorities.
* Ability to plan, prioritize, organize, direct and oversee the work activities of subordinate managers.
* Ability to maintain a work environment which is free of discrimination and harassment.

**SECTION F: RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)**

The incumbent will provide management oversite for all software development and maintenance services for mission-critical IT systems, some of which are public facing. Failure to provide the requisite oversight and adherence to departmental and state IT processes could result in the ineffective use of resources, delays in implementing program changes, client dissatisfaction and public embarrassment to the SCO.

The incumbent is obliged to preserve the confidentiality of SCO data and subject matter information that is handled or shared during the course of their work. Failure to comply could result in a security breach.

The incumbent must exercise good judgement in providing direction, consultation, and communication to managers, business partners and senior technical staff. The incumbent must be able to balance concurrent assignments, complete assigned projects and complete tasks on time and at a level commensurate with the position classification. Failure to provide timely and appropriate technical solutions may impede the SCO’s ability to meet its constitutional responsibilities.

This position requires the incumbent to maintain consistent and regular attendance. Inconsistent attendance would impact the incumbents ability to perform their job duties which could negatively impact the quality and timeliness of software development and maintenance services.

**SECTION G: PERSONAL CONTACT**

The incumbent will have daily contact with staff at all levels in the Information Systems Division. The incumbent will work with the SCO Executive and Division Executives and Program Managers on a regular basis. The incumbent interacts with other governmental agencies including, the Department of Human Resources, California Public Employee’s Retirement, Department of Technology, Department of Finance, Legislative Analyst’s Office, the Legislature, as necessary. The incumbent will also consult with IT vendors regarding products and services currently in use or of interest to the SCO.

**SECTION H: WORK ENVIRONMENT**

The incumbent will work in a multi-story climate-controlled office under artificial lighting. Travel to customer locations, primarily in Sacramento County, will occur on a regular basis. When traveling, the incumbent may be subject to the elements of the destination. The incumbent is expected to adhere to a consistent work schedule averaging 40 hours per week. The incumbent may be required to work outside of normal business hours and is required to carry a mobile communications device.

**SECTION I: PHYSICAL REQUIREMENTS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Check the frequency of activity required of the employee to perform the job | | | | |
| Activity  (Hours per day) | Never  (0 Hours) | Occasionally  (up to 3 hours) | Frequently  (3 to 6 hours) | Constantly  (6 to 8 hours) |
| Sitting |  |  |  | X |
| Walking |  | X |  |  |
| Standing |  | X |  |  |
| Bending (neck/waist) |  | X |  |  |
| Squatting |  | X |  |  |
| Climbing | X |  |  |  |
| Kneeling |  | X |  |  |
| Crawling | X |  |  |  |
| Twisting (neck/waist) |  |  | X |  |
| Is repetitive use of hand(s) required? |  |  |  | X |
| Simple Grasping (R or L) |  |  | X |  |
| Power Grasping (R or L) | X |  |  |  |
| Fine Manipulation (R or L) |  |  | X |  |
| Pushing/Pulling (R or L) |  | X |  |  |
| Reaching (above/below shoulder level) |  |  | X |  |
| Lifting/Carrying | The incumbent will be required to move and carry IT equipment and/or documentation, up to 20 pounds, on a frequent basis. | | | |

**SECTION J: SIGNATURE**

By signing this document, I acknowledge I understand all requirements and information stated above and understand the duties may be modified in accordance with the established job specifications for the class and in conjunction with office needs, and I have received a copy of this Duty Statement.

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Employee’s Signature Date

I have discussed and provided a copy of this Duty Statement to the employee named above.

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Supervisor’s Signature Date